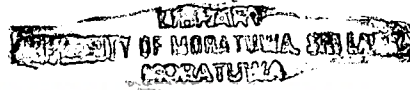


ELECTRONIC GOVERNANCE IN THE GENERAL EDUCATION SECTOR

By

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The Dissertation was submitted to the Department of Management of Technology of the University of Moratuwa in partial fulfillment of the requirement for the Degree of Master of Business Administration.

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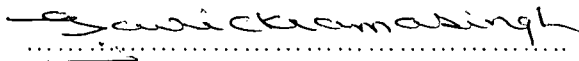
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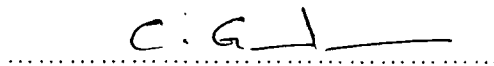
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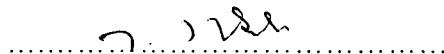
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ABSTRACT

Sri Lanka's general education sector is seeking ways and means to transform its machinery to suit the needs of the 21st century. E- governance, which has become the new paradigm in the world for efficient and effective service delivery to the public, is one such initiative. The objectives of this study is to evaluate the e-governance initiatives taken, assess their strengths and weaknesses, examine practices/frameworks used in other countries and propose an effective e-governance system for the sector.

The study reveals that the intensity of using Information and Communication Technologies (ICTs) in the general education sector vary from organization to organization and within the organization from division to division. This disparity can be attributed to the absence of a collective initiative in the sector. Currently there is only a collection of individual initiatives. It is observed that the e-government aspect is prevalent in the sector as compared to e-democracy and e-business components of e-governance. It is also revealed that most of the organizations in the sector use basic software packages for the preparation of reports, storing of data and for financial management. Very few organizations use software systems for planning, monitoring and data analysis. The Provincial/ Zonal offices bring to focus that the location factor has not made any difference in the use of ICT.

However a few benefits obtained are noticeable like automation of administrative, financial activities and storing, retrieving and viewing of data. The weaknesses evident are the underutilization /non utilization of computer resources due to factors such as lack of motivation and commitment of the top management, resistance to change by the staff, inadequate financial resources, and lack of trained manpower in the sector. Lastly, a framework is proposed that suggests among other things, the adoption of a policy, preparation of an action plan, development of needed human resources and infrastructure.

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Dedication

To my parents... .. who gave me the opportunity and the support to pursue my studies



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